



## Conversations That Drive Success

### LEARNING FEATURES

#### Microlearning Activities

A 35-minute module that can be completed at the learner's convenience

#### Important Ideas

Key content covered quickly and comprehensively

#### Interactive Exercises

Fun, engaging activities including videos, games, stories, case studies, and online discussions

#### Tools for Success

A variety of activities and tools to help learners practice and apply their new skills

### SOLUTION OVERVIEW

# Conversational Capacity® Online

**A constructive conversation is a requirement for business success of any kind. An unconstructive conversation derails productivity and innovation.**

Companies that thrive are the ones whose people know how to make every interaction matter.

The challenge is that most of us lack the skills to have constructive conversations. But show people how to be candid and curious, and they'll create a dynamic workplace where discussions produce meaningful results.

Conversational Capacity Online teaches people how to engage in constructive dialogue, even in moments of great pressure. It helps them develop a mindset of conversational capacity, recognise when emotions are clouding their receptivity, and learn the four skills for balancing candour and curiosity.

When your people have conversational capacity, your workplace undergoes a positive transformation that benefits every area of the business.

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## CONVERSATIONAL CAPACITY CLICKS FEATURES

Browsable Tips Anytime are bite-sized bits of knowledge about Conversational Capacity

Moments of Need pointers provide quick answers that address immediate problems

Topic refreshers to reinforce or brush up on skills as needed

## CONVERSATIONAL CAPACITY ONLINE OVERVIEW 35 MINUTES

Conversational Capacity Online Overview is a 35 minute course that teaches your people how to stay in the sweet spot by balancing candor and curiosity. Topics covered include:

- The mindset of conversational capacity
- The natural tendencies to either minimize or win
- The four skills for balancing candor and curiosity

Practice opportunities follow content, ensuring concepts are learned.



## CONVERSATIONAL CAPACITY CLICKS 1–5 MINUTES

Clicks are micro-activities ranging from 1 to 5 minutes that learners can use during moments of need. The playlist includes videos, activities, and worksheets. Addresses hot topics such as:

- Influencing Up
- Tackling Touchy Topics
- Why Arguing Backfires
- Encouraging Your Team to Speak Up
- Leaning into Difference
- Six Ways to Make Your Meetings More Productive

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